

DEVELOPMENT SERVICES TECHNICIAN

DEFINITION

To perform technical planning and engineering work; to assist general public by responding to customer visits, phone calls and inquires regarding building permits, construction permits, business licenses, plan checking fees, filing procedures, and permit status; input pertinent permit and business license information into automated tracking system; and to support other plan checking, administrative and front counter related tasks.

DISTINGUISHING CHARACTERISTICS

This is the full journey level class within the Development Services Technician series and has the ability to perform the full range of duties assigned with only occasional instruction or assistance as unique situations arise. This class is distinguished from the Senior Development Services Technician in that the latter performs advanced journey level work requiring high level of independence and specialized knowledge, and/or provides technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor; and receives functional and/or technical supervision from a Senior Development Services Technician.

ESSENTIAL FUNCTIONS— functions may include, but are not limited to, the following:

Enter permit and business license data into the automated database; research, compile and prepare various limited reports and presentation graphics.

Assist the general public at the front counter or by phone regarding engineering permits, building permit requirements, business licenses, plan check fees, plan check filing procedures and processing, and permit status; research information for public.

Accept permit and business license applications and collect permit fees.

Review and evaluate plans for completeness and for conformance with ordinances and department's standards, policies and guidelines; review plans for conditions of prior approval; route plans to other city departments for review; approve minor permits.

Research and respond to public inquires.

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Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic knowledge of land development projects.

Principles and practices of plan checking.

Policies and procedures for fees assessment.

Principles and practices of customer service.

English usage, spelling, grammar, and punctuation.

Modern office methods, procedures, computer equipment, and computer software applicable to assignment.

Ability to:

Read and interpret documents and plans.

Learn applicable laws, codes, ordinances and regulations.

Operate standard office equipment.

Use initiative and sound independent judgment within established guidelines.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

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Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two year of responsible administrative support and/or land development experience.

Training:

Equivalent to an Associate's degree from an accredited college with major course work in planning, urban studies, social sciences, construction technology or a related field.

PHYSICAL DEMANDS –

On a continuous basis, sit at a desk and/or stand at a front counter for long period of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; may lift lightweight.

10/2/01